CICP Provider's Statement of Responsibilities

Providers participating in the Colorado Indigent Care Program (CICP) shall:

- 1. Treat all clients with respect and with consideration for the client's dignity and privacy.
- 2. Inform clients of how to express opinions, compliments or concerns and how to make a complaint without fear of reprisal.
- 3. Strive to provide timely resolutions to the client's complaints or concerns.
- 4. Protect the privacy and confidentiality of the client's health and financial records.
- 5. Offer clients information on all treatment options and allow clients to participate in decisions regarding his or her health care.
- 6. Notify the client of the availability of sign language and interpreter services in accordance with applicable laws and regulations, when such services are necessary.
- 7. Ensure the availability of program information applications, informational materials, forms and brochures.
- 8. Prohibit discrimination based on race, color, national origin, sex, age or disability.
- 9. Upon request, provide applicants with copies of all signed worksheets and documents.
- 10. Explain to the client or guardian that discounted services may vary and that a rating based on financial resources will determine their portion of the bill.